

A SYSTEM FOR THE ANALYSIS OF ORGANIZATIONAL CONFLICTS

ABSTRACT OF THE DISCLOSURE

An expert system for the analysis of organizational conflict handling procedures to determine the absence or presence of predetermined rules and a preferred path for conflict resolution uses a computer system and computer instructions installed on, or linked to, the computer system containing predetermined rules for the resolution of organizational conflicts. Information is gathered for analysis of existing organizational conflict handling procedures for review via a predetermined conflict resolution analysis template that specifies a preferred path for conflict resolution across four boxes (options), and with the same preferred path template used to evaluate processes within each of the four boxes. The predetermined conflict resolution template yields recommendations, in accordance with the preferred path for conflict resolution, for modification of the existing internal organizational conflict handling procedures and the generation of new organizational conflict handling procedures. A number of preselected conflict resolution variables are utilized in the initial evaluation and the follow-up evaluations following each organizational conflict resolution process, including the variables of policy, roles and responsibilities, documentation, selection, education and training, support, and evaluation. Additionally, the new organizational conflict handling procedures are periodically reviewed in accordance with outcome variables such as utilization of recommended process, resolution obtained, expense involved, and the satisfaction of the parties using the system for continuous monitoring of the effectiveness of the organizational conflict resolution process of the present invention.